

**FY 2016**

**CONGRESSIONAL BUDGET JUSTIFICATION**

**EMPLOYMENT AND TRAINING ADMINISTRATION**

**Community Service Employment for Older Americans**

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# COMMUNITY SERVICE EMPLOYMENT FOR OLDER AMERICANS

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# COMMUNITY SERVICE EMPLOYMENT FOR OLDER AMERICANS

## APPROPRIATION LANGUAGE

To carry out title V of the Older Americans Act of 1965 (referred to in this Act as "OAA"), \$434,371,000, which shall be available for the period July 1, [2015] 2016 through June 30, [2016] 2017, and may be recaptured and reobligated in accordance with section 517(c) of the OAA. *Provided, That for new participants during such period in lieu of the requirements contained in section 518(a)(3)(A) of the OAA, an eligible individual shall be an individual age 55 or older whose income is not more than 133 percent of the poverty line (excluding earned income described in section 1612(b)(3)(B) of the Social Security Act) or who is receiving supplemental security income benefits under title XVI of the Social Security Act, supplemental nutrition assistance program benefits under the Food and Nutrition Act of 2008, or benefits under the Veterans pension benefit programs administered by the Department of Veterans Affairs: Provided further, That section 506(a)(1) of the OAA shall be applied by substituting "10 percent" for "1.5 percent": Provided further, That subclause (I) of section 502(c)(6)(C)(i) of the OAA shall be applied by substituting "50 percent" for "65 percent" and subclause (III) of such section shall be applied by substituting "25 percent" for "10 percent": Provided further, That notwithstanding section 513(d)(3)(B)(iii) of the OAA, the funds distributed under section 506(e) of the OAA shall be awarded on a competitive basis by a State among State agencies and other public and nonprofit private agency organizations if the Secretary of Labor determines the State is a low-performing State, and the Secretary of Labor shall provide technical assistance to the State related to the competition and to subsequent service delivery. (Department of Labor Appropriations Act, 2015)*

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## **EXPLANATION OF LANGUAGE CHANGE**

The Administration proposes several changes for FY 2016 to the appropriations language under the Community Services Employment for Older Americans (CSEOA) heading from the language that was enacted in FY 2015. The changes consist of four new provisos that are designed to better target the program, make the eligibility determination process simpler, and improve employment outcomes.

The first proviso changes the eligibility requirements for new participants in the program in FY 2016. Participants would have to be age 55 or older and either have an income of not more than 133 percent of the poverty line (excluding \$30 of earned income for each calendar quarter as is provided in the eligibility provisions relating to the supplemental security income (SSI) program), or is receiving SSI benefits, Supplemental Nutrition Assistance Program (SNAP) benefits, or benefits under the veterans pension programs administered by the Department of Veterans Affairs. These requirements would replace the current law eligibility requirements under section 518(a)(3)(A) of the Older Americans Act (OAA). Under that provision, to be eligible, individuals age 55 or older must have an income that does not exceed 125 percent of the poverty line, excluding unemployment compensation, Veterans assistance, supplemental income security benefits, and 25 percent of Social Security benefits or Supplemental Security Disability Income (SSDI). This change is intended to better target the SCSEP program to those seniors who most need it, simplify eligibility determinations by removing the need to determine income eligibility for individuals already receiving means-tested benefits, and harmonize income eligibility requirements across Federal means-tested programs.

The second proviso increases the percentage of funds the Secretary of Labor may reserve under section 506(a)(1) of the OAA to carry out pilot, demonstration, evaluation and technical assistance projects from not more than 1.5 percent to not more than 10 percent of the appropriation. The intent is for the Secretary of Labor to use the additional reserve amounts to carry out projects that include on-the-job training (OJT) in private sector employment positions, with the goal of more effectively facilitating the transition into unsubsidized employment.

The third proviso increases the percentage of funds that a grantee may request under section 502(c)(6)(C)(i) of the OAA to be used for training (including OJT and work experience) from 10 percent to 25 percent, with a corresponding reduction in the required percentage used for wages and benefits for community service projects from 75 percent to 60 percent. This proviso would provide more flexibility to grantees to provide private sector training activities designed to assist participants in obtaining unsubsidized employment.

The fourth proviso requires States receiving allotments under section 506(e) of the OAA that the Secretary of Labor determines are “low performing” based on their performance against criteria established in their grant agreement (such as not meeting national average performance measures) to conduct a competition among State agencies and other public and nonprofit organizations to carry out the CSEOA program in the State. In addition, the proviso would require the Secretary of Labor to provide technical assistance to those States relating to the conduct of the competition and to subsequent service delivery. Under section 513(d)(3)(B)(iii)

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of the OAA, States are only required to conduct a competition for funds if they fail to meet expected levels of performance for 3 consecutive years. This change will allow greater flexibility to the Secretary of Labor to require competition to enhance the quality of services provided under the SCSEP program.

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<b>AMOUNTS AVAILABLE FOR OBLIGATION</b>						
(Dollars in Thousands)						
	2014		2015		2016	
	FTE	Amount	FTE	Amount	FTE	Amount
<b>A. Appropriation</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>
Reduction Pursuant to P.L. 113-6 for FY 2013	0	\$0	0	\$0	0	\$0
<i>Subtotal Appropriation</i>	<i>0</i>	<i>\$434,371</i>	<i>0</i>	<i>\$434,371</i>	<i>0</i>	<i>\$434,371</i>
<b>B. Gross Budget Authority</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>
Real Transfer From:	0	\$0	0	\$0	0	\$0
Offsetting Collections:						
Reimbursements	0	\$0	0	\$0	0	\$0
<i>Subtotal Offsetting Collections</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>
<b>C. Budget Authority</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>
Before Committee	0	\$434,371	0	\$434,371	0	\$434,371
Real Transfer From:	0	\$0	0	\$0	0	\$0
Offsetting Collections:						
Reimbursements	0	\$0	0	\$0	0	\$0
Fees	0	\$0	0	\$0	0	\$0
<i>Subtotal Offsetting Collections</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>
<b>D. Total Budgetary Resources</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>
Unobligated Balance End-of-Year	0	\$0	0	\$0	0	\$0
<b>E. Total, Estimated Obligations</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$434,371</b>



# COMMUNITY SERVICE EMPLOYMENT FOR OLDER AMERICANS

## SUMMARY OF CHANGES (Dollars in Thousands)

	2015	2016	Net Change
<b>Budget Authority</b>			
General Funds	\$434,371	\$434,371	\$0
<b>Total</b>	<b>\$434,371</b>	<b>\$434,371</b>	<b>\$0</b>
<b>Full Time Equivalents</b>			
General Funds	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

Explanation of Change	2016 Change							
	2015 Base		Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
<b>Increases:</b>								
<b>A. Built-Ins:</b>								
To Provide For:								
Grants, subsidies, and contributions	0	\$434,371	0	\$0	0	\$0	0	\$0
<b>Built-Ins Subtotal</b>	<b>0</b>	<b>+\$434,371</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>B. Programs:</b>								
Community Service Employment for Older Americans								
<b>Programs Subtotal</b>	<b>0</b>	<b>\$434,371</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>Total Increase</b>	<b>0</b>	<b>+\$434,371</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>Decreases:</b>								
<b>A. Built-Ins:</b>								
To Provide For:								
<b>Built-Ins Subtotal</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>B. Programs:</b>								
<b>Programs Subtotal</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>Total Decrease</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>Total Change</b>	<b>0</b>	<b>+\$434,371</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>

**COMMUNITY SERVICE EMPLOYMENT FOR OLDER  
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<b>SUMMARY BUDGET AUTHORITY AND FTE BY ACTIVITY</b>								
(Dollars in Thousands)								
	2014		2015		2016		Diff. 2016 / 2015	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
<b>Community Service Employment for Older Americans</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>0</b>
General Funds	0	434,371	0	434,371	0	434,371	0	0
<b>Total</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>0</b>
<b>General Funds</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>434,371</b>	<b>0</b>	<b>0</b>

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<b>BUDGET AUTHORITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>Diff. 2016 / 2015</b>
	Full-Time Equivalent				
	<b>Total</b>	0	0	0	0
41.0	Grants, subsidies, and contributions	434,371	434,371	434,371	0
	<b>Total</b>	<b>434,371</b>	<b>434,371</b>	<b>434,371</b>	<b>0</b>

## COMMUNITY SERVICE EMPLOYMENT FOR OLDER AMERICANS

<b>APPROPRIATION HISTORY</b> (Dollars in Thousands)					
	<b>Budget Estimates to Congress</b>	<b>House Allowance</b>	<b>Senate Allowance</b>	<b>Appropriations</b>	<b>FTE</b>
2006					
Base Appropriation	\$436,678	\$440,200	\$440,200	\$432,311	0
2007					
Base Appropriation	\$432,311	\$436,678	\$436,678	\$483,611	0
Legislative Proposal	-\$44,000	\$0	\$0	\$0	0
2008					
Base Appropriation...1/	\$350,000	\$388,311	\$388,311	\$521,625	0
2009					
Base Appropriation...2/3/	\$350,000	\$530,900	\$483,611	\$571,925	0
2010					
Base Appropriation	\$575,425	\$0	\$571,925	\$825,425	0
2011					
Base Appropriation	\$600,425	\$615,425	\$575,425	\$449,100	0
2012					
Base Appropriation...4/5/	\$0	\$0	\$0	\$448,251	0
2013					
Base Appropriation...5/	\$0	\$0	\$0	\$424,805	0
2014					
Base Appropriation...5/	\$0	\$0	\$0	\$434,371	0
2015					
Base Appropriation...5/	\$0	\$0	\$0	\$434,371	0
2016					
Base Appropriation	\$434,371	\$0	\$0	\$0	0

1/ This bill was only reported out of Subcommittee and was not passed by the Full House.

2/ \$120,000,000 in Recovery Act funds were provided pursuant to P.L. 111-5.

3/ Reflects a 0.2% across-the-board rescission pursuant to P.L. 112-10.

4/ Reflects a 0.189% across-the-board rescission pursuant to P.L. 112-74.

5/ The Budgets for 2012-2015 proposed to transfer the program to the Department of Health and Human Services.

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<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	2014	2015	2016	Diff. 2016 / 2015
<b>Activity Appropriation</b>	434,371	434,371	434,371	0
FTE	0	0	0	0

### **Introduction**

The Community Service Employment for Older Americans (CSEOA) program, also known as the Senior Community Service Employment Program (SCSEP), supports the self-sufficiency and employment of older workers by providing part-time, paid community service positions and work-based training for unemployed, low-income individuals, age 55 and older. SCSEP grantees served almost 68,000 participants in the most recent 12-month period. The average age of participants at entry is 64 years.

SCSEP, as authorized by Title V of the Older Americans Act (OAA), has a dual purpose: “to foster individual economic self-sufficiency and to increase the number of participants placed in unsubsidized employment in the public and private sectors, while maintaining the community service focus of the program.”

SCSEP grantees include 56 units of state and territorial government and 15 competitively-selected national grantees. SCSEP-funded services are available in nearly all 3,000 U.S. counties and territories. SCSEP funds are distributed by a statutorily-prescribed formula that considers the number of low-income seniors residing in each state and county.

### **Five-Year Budget Activity History**

<b><u>Fiscal Year</u></b>	<b><u>Funding</u></b> (Dollars in Thousands)	<b><u>FTE</u></b>
2011	\$449,100	0
2012	\$448,251	0
2013	\$424,805	0
2014	\$434,371	0
2015	\$434,371	0

### **Funding Mechanism**

SCSEP funds are allocated by a formula set forth in Section 506 of the OAA. In general, the formula allocates funds to every state, the District of Columbia, and Puerto Rico based on U.S. Census data on the number of individuals in that jurisdiction who are 55 and older with a low per-capita income. Under current law, prior to determining the amount available to be allocated to the states, the District of Columbia, and Puerto Rico, funds are reserved for the following: 1) up to 1.5 percent of the total authorization as determined by the Secretary of Labor for pilots, demonstration, and evaluation projects; 2) a fixed percentage of 0.75 percent of the total allocation to the territories of Guam, the U.S. Virgin Islands, American Samoa, and the

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Commonwealth of the Northern Mariana Islands; and 3) a portion determined by the Secretary of Labor for national public or non-profit agencies to serve eligible American Indian and Pacific Island/Asian American individuals.

After the reserve amounts are specified and the funding proportion for each state is determined by the formula, funds are allocated to and administered through grants to all state governors, Puerto Rico, the District of Columbia, and four territories as well as national non-profit agencies. Approximately 22 percent of formula funds are awarded to the governors, with 78 percent competitively-awarded to national non-profit agencies for services across the country.

Under OAA, these grants are renewed annually for four years, with an optional one-year extension. The last national competition was in Program Year (PY) 2012, when the Department funded 15 national grantees, including two organizations under the Indian and Pacific Islands/Asian Americans set-asides. During PY 2016, the Department will conduct a new competition for national grantees, making it a good year to implement program improvements. In general, under current law, 75 percent of Federal funds must be spent on wages and benefits to participants, with the remaining funds for other participant costs, with an option to use up to 10 percent of these funds for training. OAA sets a 13.5 percent cap on administrative expenses. The Federal funds provided to each of the grantees can be no more than 90 percent of the total project amount, with the non-Federal matching requirement to be provided either in cash or in kind.

### **FY 2016**

The Department is requesting \$434,371,000 in FY 2016 (PY 2016) for the period July 1, 2016 through June 30, 2017, the same level enacted in FY 2015 (PY 2015). The 2016 Budget reforms and improves the program by adjusting and simplifying income eligibility to serve those most in need, allowing for employment in for-profit organizations which offer seniors better long-term unsubsidized employment prospects, and allowing the Secretary to require competition in cases of low performance. The PY 2016 grants will also implement evidence-based workforce solutions as described in the report “What Works in Job Training: A Synthesis of the Evidence,<sup>1</sup>” the recommendations from the Aging Worker Initiative, and learnings from the PY 2014 demonstration grants regarding employer engagement.

The Department proposes to increase the Secretary’s Reserve from not more than 1.5 percent to not more than 10 percent and use the additional funding to award demonstration grants to support on-the-job training rotations (called “on-the-job experience” or OJE in the SCSEP regulations) with private employers. This will enhance engagement between the grantees and private sector employers, and allow grantees to develop OJE models and employer engagement promising practices that can be replicated across the system. It will also allow SCSEP participants to gain additional work experience that better prepares them for unsubsidized employment. OJE is currently an available option for SCSEP grantees under the SCSEP regulations, but is not widely used. The Department also proposes to allow existing grantees

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<sup>1</sup> *What Works In Job Training: A Synthesis of the Evidence*, <http://www.dol.gov/asp/evaluation/jdt/jdt.pdf>

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additional flexibility in developing OJE models by allowing grantees to use up to 10 percent of grant funds for OJE models. There is strong evidence that work-based and on-the-job training is a successful model for individuals to obtain unsubsidized employment, and these proposals will encourage and expand the use of this successful employment strategy. To further strengthen the private sector training opportunities available to participants, the Department proposes to increase the percentage of funds that a grantee may request be used for training (including on-the-job training and work experience) from 10 percent to 25 percent, with a corresponding reduction in the required percentage used for wages and benefits for community service projects from 75 percent to 60 percent. The intent is to provide more flexibility to grantees to provide private sector training opportunities that may assist participants in obtaining unsubsidized employment.

The PY 2016 grants will also focus on targeting the program to those who are most in need by reducing the current income eligibility exclusions of the SCSEP program and increasing the poverty threshold to 133 percent (excluding \$30 of earned income for each calendar quarter). In addition, the proposal will simplify eligibility determination by allowing individuals who receive supplemental security income benefits, supplemental nutrition assistance program benefits, or benefits under the Veterans pension programs administered by the Department of Veterans Affairs to be deemed eligible for SCSEP income requirements. This kind of “fast track” income eligibility reduces paperwork burdens for seniors and program administrators. These changes will better target the SCSEP program to those seniors who most need it, simplify eligibility determinations, and harmonize income eligibility requirements across Federal means-tested programs.

The Department is also proposing to allow the Secretary to require States that are deemed to be “low-performing,” based on their performance against criteria established in their grant agreement (such as not meeting national average performance measures), and are receiving formula allotments to carry out competitions among State agencies and other public and nonprofit organizations to administer the CSEOA program in that State. DOL would also provide technical assistance to those States relating to the competition and subsequent service delivery.

PY 2016 is the second year of implementation for the Workforce Opportunity and Innovation Act (WIOA); SCSEP remains a mandatory partner in the American Job Center network under WIOA. SCSEP participants, for whom a stated goal is to transition to unsubsidized jobs in their communities, will benefit from this coordination, as it will give them more ready access to the other services provided at the American Job Centers. SCSEP may also be included in a state’s combined state plan, which further promotes the integration of SCSEP into the American Job Center network.

### **FY 2015**

The FY 2015 (PY 2015) appropriation was \$434,371,000 to fund SCSEP, for the period of July 1, 2015 through June 30, 2016. In PY 2015, the Department will administer grants to the national grantees that won the PY 2012 national competition and the 56 states and territories.

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SCSEP participants continue to provide valuable community services throughout the country, act as mentors and role models for younger workers, and gain valuable work experience to prepare them for unsubsidized employment. The Department will continue its work to ensure that SCSEP is fully integrated into the comprehensive set of services available in American Job Centers. PY 2015 is the first year of implementation for WIOA; SCSEP remains a mandatory partner in the American Job Center network under WIOA. As American Job Centers focus on helping individuals to obtain sustained employment and helping businesses find the skilled workers they need, SCSEP participants, for whom a stated goal is to transition to unsubsidized jobs in their communities, will benefit from this coordination. The Department will continue to provide technical assistance to grantees on serving older workers with disabilities, older workers with significant barriers to employment, and older veterans in need of job training.

### **FY 2014**

In FY 2014 (PY 2014) the enacted budget was \$434,371,000 for SCSEP. The Department developed enhanced resources to assist grantees to improve performance. These resources included new training materials and diagnostic tools to help grantees better use detailed performance data, in order to identify performance issues earlier and develop strategic resolution approaches. The Department added materials to its technical assistance library with new training modules to be accessed at any time through the Workforce3One Community of Practice, which is also used to facilitate peer-to-peer learning and promising practices sharing. In addition, the Department encouraged adoption of the effective practices identified in the Aging Worker Initiative.



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<b>DETAILED WORKLOAD AND PERFORMANCE</b>							
	<b>2013</b>		<b>2014</b>		<b>2015</b>	<b>2016</b>	
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>	
<b>Community Service Employment for Older Americans</b>							
<b>Strategic Goal 1 - Prepare workers for better jobs</b>							
<b>Strategic Objective 1.1 - Advance employment opportunities for US workers in 21st century demand sectors and occupations using proven training models and through increased employer engagement and partnerships</b>							
ETA- SCSEP- 01	Entered Employment Rate (Senior Community Service Employment Program)	42.80%	45.20%	43.90%	--	44.40%	45.10%
ETA- SCSEP- 03	Six Months Average Earnings (Senior Community Service Employment Program)	\$7,396	\$7,446	\$7,564	--	\$7,709	\$7,903
	Authorized Positions (slots)	43,803	--	44,790	--	44,790	44,790
ETA- SCSEP- 02	Employment Retention Rate (Senior Community Service Employment Program)	73.40%	73.10%	73.40%	--	73.50%	73.50%
	Turnover Rate	1.53	1.53	1.53	--	1.53	1.53
ETA- SCSEP- 04	Number of Participants Served (Senior Community Service Employment Program)	67,019	67,814	68,528	--	68,528[p]	68,528[p]
	Cost per Participant	\$6,338.58	\$6,199.00	\$6,338.59	--	\$6,338.59	\$6,338.59

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined [p] - Projection

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## Workload and Performance Narrative

SCSEP uses six measures to track performance outcomes and determine if the program is meeting the proposed targets: Entered Employment Rate, Six Months Average Earnings, Authorized Positions, Turnover Rate, Participants Served and Cost per Participant. Six Months Average Earnings indicates the average earnings in the second and third quarters after exit for those individuals who exit the program into unsubsidized employment. The number of authorized positions, turnover rate, participants served and cost per participant are all directly related to the allowance level. The number of authorized positions is calculated by dividing the total allowance by cost per position. The cost per position is determined by a formula in the SCSEP legislation. The national average unit cost includes all costs of administration, other participant costs, and participant wage and benefit costs as defined in Section 506(g) of OAA. As previously noted, the cost per participant (shown in the above chart) is lower than the cost per position due to the turnover rate. Participant data are derived by using quarterly report estimates.

SCSEP also measures entered employment and employment retention in order to support progress toward the goal of helping workers who are in low-wage jobs or out of the labor market find a path to middle class jobs. In addition to these common performance measures, SCSEP is statutorily required to measure a series of additional outcomes, such as the aggregate hours of community service employment, the number of most-in-need individuals served, and retention in unsubsidized employment for one year. An annual customer satisfaction survey of participants, host agencies and employers is also required. Performance targets are set for the program based on grantees' actual performance and adjusted grantee-by-grantee to the degree that they are affected by levels of poverty, unemployment, and participant barriers to employment in their local service areas.

The targets for entered employment, retention, and average earnings are based on a methodology for setting national performance targets using regression analysis. This regression uses program results from the prior year, current labor market conditions, and individual characteristics to correct for the effects of the business cycle and labor market conditions on the outcomes of employment and training programs, producing targets that objectively reflect the impact of the economic environment on program performance.

Where final data, rather than estimates, have been used to derive targets, the source of this data is the SCSEP quarterly progress reports generated by the SCSEP Performance and Results Quarterly Progress Report (SPARQ) system, an online data collection and performance reporting system.

To gauge grantee progress toward the above targets, the Department tracks and monitors grantee outputs through intensive and ongoing program monitoring and oversight activities. Aggregate and grantee-level data from the SPARQ system is used to generate quarterly reports on performance. This information aids Federal Project Officers during on-site and desk reviews, as well as national office staff members who track the performance on a regular basis. The Department aims to improve grantee performance through the technical assistance strategies used to support grantees, including webinars, desk aids, conferences, and regular conference

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calls and other communication with grantees. The annual customer satisfaction survey is conducted and reviewed by stakeholders, including the Department, grantees and employers. The survey provides insight on strengths and weaknesses of the program to aid in continuous program improvement efforts. The Department is examining options for reporting the relevant WIOA performance indicators (Employment, Employment Retention, and Median Earnings) alongside the established SCSEP measures, once WIOA performance measures are implemented.

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## CHANGES IN 2016 (Dollars in Thousands)

**Activity Changes**

**Built-In**

To Provide For:

Grants, subsidies, and contributions	\$0
--------------------------------------	-----

<b>Built-Ins Subtotal</b>	<b>\$0</b>
---------------------------	------------

<b>Net Program</b>	<b>\$0</b>
--------------------	------------

Direct FTE	0
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	Estimate	FTE
Base	\$434,371	0
Program Increase	\$0	0
Program Decrease	\$0	0